

AMENDED IN SENATE JUNE 22, 2010

AMENDED IN ASSEMBLY JANUARY 13, 2010

AMENDED IN ASSEMBLY JANUARY 7, 2010

AMENDED IN ASSEMBLY JANUARY 4, 2010

AMENDED IN ASSEMBLY APRIL 22, 2009

CALIFORNIA LEGISLATURE—2009—10 REGULAR SESSION

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**ASSEMBLY BILL**

**No. 424**

**Introduced by Assembly Member Torres**

February 23, 2009

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An act to add Section 53114.5 to the Government Code, relating to the 911 emergency telephone number system.

LEGISLATIVE COUNSEL'S DIGEST

AB 424, as amended, Torres. Warren-911-Emergency Assistance Act: public education campaign.

The Warren-911-Emergency Assistance Act requires every local public agency to establish and operate, or to be a part of, an emergency telephone system using the digits "911," and creates the State 911 Advisory Board to assist in facilitating the purpose of the act to establish the number 911 as the primary emergency telephone number statewide.

This bill would require the office of the State Chief Information Officer to develop and implement a public education campaign to instruct the public on the appropriate and inappropriate uses of the 911 emergency telephone number system.

Vote: majority. Appropriation: no. Fiscal committee: yes.  
State-mandated local program: no.

*The people of the State of California do enact as follows:*

1 SECTION 1. The Legislature finds and declares all of the  
2 following:

3 (a) Calling 911 is the primary way of initiating communication  
4 between the public and public safety and law enforcement  
5 responders.

6 (b) The 911 emergency response system in California is facing  
7 multiple challenges in meeting the needs of the public, including  
8 rapidly evolving communications technologies, understaffing of  
9 public safety answering points, budget constraints, and technical  
10 limitations of the current systems. Due to these challenges, the  
11 state's 911 emergency response system is failing to meet minimum  
12 standards for response in some areas, and jeopardizing the health  
13 and safety of Californians.

14 (c) Californians can participate in addressing some of these  
15 challenges by increasing their knowledge of appropriate and  
16 inappropriate uses of the 911 emergency telephone number system,  
17 and the characteristics of the communication systems they use to  
18 access the 911 emergency response system.

19 (d) The responsible state entities should undertake a public  
20 education campaign to increase the public's knowledge and assist  
21 the public in making effective use of the 911 emergency telephone  
22 number system, thereby improving the performance of the 911  
23 emergency response system.

24 SEC. 2. Section 53114.5 is added to the Government Code, to  
25 read:

26 53114.5. (a) The office of the State Chief Information Officer  
27 shall develop and implement a public education campaign to  
28 instruct the public on appropriate and inappropriate uses of the  
29 911 emergency telephone number system. The public education  
30 campaign may include any of the following:

31 (1) Education programs designed to help members of the public:

32 (A) Distinguish emergencies that require a 911 call from  
33 nonemergencies that can be handled through other types of requests  
34 for information and response.

35 (B) Understand alternatives, including 211 and 311, that can  
36 provide nonemergency assistance to the public.

37 (C) Understand what information they can provide when calling  
38 911 to assist the 911 relay operator or dispatcher, including, but

1 not limited to, the caller's ~~phone~~ *telephone* number, the caller's  
2 location, and a brief description of the emergency.

3 *(D) Understand the unique challenges of wireless 911 calls,*  
4 *including, but not limited to, the need for callers to be prepared*  
5 *to provide location information.*

6 (2) Education programs aimed specifically at informing  
7 schoolage children about the appropriate and inappropriate uses  
8 of 911.

9 (3) Any other matters that the office deems appropriate or that  
10 the advisory board recommends and the office approves.

11 (b) The costs to develop and implement the public education  
12 campaign shall be costs of administration within the meaning of  
13 paragraph (3) of subdivision (a) of Section 41136 of the Revenue  
14 and Taxation Code, so long as these costs directly relate to the 911  
15 emergency telephone number system, and shall be funded upon  
16 an appropriation by the Legislature for that purpose.